

# Suspension and Expulsion Prevention Public Meetings Q & A

## QUESTIONS *(hold CTRL + click question to quickly navigate to the corresponding answers)*

Does this policy apply to only children receiving subsidy or to all children of the center?

What if it is a parent that we are having an issue with?

If families are not willing to work with the program or participate in any behavior support or assessment, will the program be penalized for asking the family to leave?

More children are dealing with trauma now; I do not feel as if the training adequately addresses the severity of some cases, as the lives of these children tend to be very inconsistent. I am not sure this training is supportive enough in these areas.

What is the consequence for a provider who does not complete all steps in the policy prior to expelling or suspending a child? If a child is suspended who is participating in the subsidy program without the provider completing all steps required by the policy, would they lose the subsidy reimbursement just for that child or would they lose their participation in the subsidy program as a whole?

We have experience working with Washoe County Child Find - is this separate or is this collaborative?

Can you define "suspension"? What if the child is tearing apart the classroom? Sometimes there is not enough staff for us to be able to continue serving the child if one-on-one attention is required. If we have to call a parent to pick their child up early, will we be penalized, and how would you track that?

How are individuals to be held accountable for receiving and implementing the TACSEI techniques from the trainings? How do we know they are truly implementing the correct practices as taught?

During the intake for subsidy program eligibility, does the family have to disclose any prior issues with suspension and expulsion that they have experienced with the child(ren)?

How do you keep the sharing of accurate information and techniques consistent?

How do we track our progress of completing the required steps?

Will there be any parent training or expectation regarding working with providers on child assessment and challenging behavior? What is the parent's role in making sure the child is supported?

What is the timeline and implementation steps for this program? When will we be expected to have these steps completed?

Will the CHIRPS phone calls also be held in the evenings? It can be difficult to pull teachers from classrooms when some may want to train during the morning and nap-times.

What is being done to make sure all programs can benefit from this policy implementation, and not just programs who accept children on the subsidy program? Can anyone call into CHIRPS and attend Pyramid Model trainings?

How often will the CHIRPS calls be held?

What is being done to make sure this policy does not cause providers to decide not to accept children from the subsidy program?

What if we make a referral to Child Find or NEIS or Mental Health and there is a waitlist? What are we supposed to do in the meantime?

Do you have the capacity to support all programs with these expectations?

What are the differences in the TACSEI Modules/Trainings?

How long should completing the process take?

When will the TACSEI trainings take place?

What if the center or school has a policy to not expel children, or already has their own plan in place to respond to such challenges in the classrooms?

What do I do to protect the children and staff while access to this is still rolling out?

How long will the response be for the calling-in process? Will someone be able to come to my center in response?

Does each behavioral case have to go through The Children's Cabinet's TACSEI Team? Do we have to call into the hotline every time we are experiencing a challenging situation?

Do we have to tell The Children's Cabinet when we are expelling a child? How will you know if we do so without completing the required steps?

Will the center be warned if you take away subsidy?

To what centers and/or children does this policy apply?

What if the situation is not related to a behavioral-challenge? For example, if a parent is not paying their child care bill? Does asking a family to leave a provider's care for infractions such as this go against this policy?

After someone from our center completes the initial training as required by the policy, is there a requirement in place for a refresher course that must be taken? Will the original training be required to be re-taken at any time?

## QUESTIONS & ANSWERS

Does this policy apply to only children receiving subsidy or to all children of the center?

*Although we would like providers to implement the policy across their programs, ultimately it is the program's decision whether to apply the policy to all children. CCDP cannot enforce this policy for children who are not receiving subsidy through the Children's Cabinet or the Urban League.*

What if it is a parent that we are having an issue with?

*The TACSEI Trainings are mostly geared toward the provider. The introduction of our Childcare Information and Resource Phone Support (CHIRPS) will be of great value in these areas, as providers will be able to discuss these encounters and share their experiences, challenges, and successes. Our overarching goal is to do everything we can to keep kids enrolled and families being able to utilize the subsidy program so they can continue to work, in addition to reducing the number of suspensions and expulsions across Nevada.*

If families are not willing to work with the program or participate in any behavior support or assessment, will the program be penalized for asking the family to leave?

*If the provider has actively participated and sought assistance via all available supports offered along with the policy implementation, and historically has done their due diligence to support the family and still, it is determined to be best for the family to be assisted with a transition to a new provider, this would not be a violation of the suspension and expulsion prevention policy.*

More children are dealing with trauma now; I do not feel as if the training adequately addresses the severity of some cases, as the lives of these children tend to be very inconsistent. I am not sure this training is supportive enough in these areas.

*The resources and training that is provided within Module 3 really focuses on the more severe scenarios that providers may encounter as it is more of a trauma-focused module. We want to encourage providers to explore these resources to their fullest extent, and always continue to provide feedback to the TACSEI Specialists and the CCDP to ensure we are always learning and sharing best practices, as well as continuing to deliver valuable foundational support to our providers.*

What is the consequence for a provider who does not complete all steps in the policy prior to expelling or suspending a child? If a child is suspended who is participating in the subsidy program without the provider completing all steps required by the policy, would they lose the subsidy reimbursement just for that child or would they lose their participation in the subsidy program as a whole?

*Should a provider be verified to have not completed all components outlined by CCDP policy, they would be at risk for being removed from participating in the subsidy program with either The Las Vegas Urban League or The Children's Cabinet, depending on their location. As it is our intention to provide support and continue to serve as many of Nevada's low-income families as possible, removing a provider from the subsidy program would indeed be an example of a "worst-case scenario". If a program expels a child and it*

*is determined that they have not participated in the support provided, they would lose all subsidy reimbursement funding, it would not affect just that child.*

**We have experience working with Washoe County Child Find - is this separate or is this collaborative?**

*These are separate entities. Nevada TACSEI is the Technical Assistance Center on Social Emotional Intervention. Their mission is to collaborate with families, community partners, and policy makers to create a sustainable, statewide system that promotes social emotional development in young children using the TACSEI Pyramid Model. One of the benefits of working with The Children's Cabinet's TACSEI Specialists is that they have a direct pathway of facilitation of referrals to various agencies to assist providers with, including Child Find, mental health services, etc.*

**Can you define "suspension"? What if the child is tearing apart the classroom? Sometimes there is not enough staff for us to be able to continue serving the child if one-on-one attention is required. If we have to call a parent to pick their child up early, will we be penalized, and how would you track that?**

*Suspension is defined as any disciplinary action that results in the temporary removal of a child from a program or reduction in hours that the family needs. We understand that this will vary on a case to case basis, but we want to encourage the fact that if you're in communication with TACSEI, you will be supported. The hotline is going to be made widely available when it is implemented, and we are looking forward to this being a comprehensive and real-time response resource for the providers in Nevada can rely on for support during times requiring immediate intervention techniques.*

**How are individuals to be held accountable for receiving and implementing the TACSEI techniques from the trainings? How do we know they are truly implementing the correct practices as taught?**

*Follow-up support both via in-person visits and provider utilization of the CHIRPS phone community calls will foster the encouragement and implementation of similar techniques being used across programs and providers. Everyone hearing the same questions and responses and added dialogue will allow for natural comparison of these techniques. As providers regularly participate in the TACSEI supports, they will likely be able to verify if their techniques are being implemented correctly or not. Additionally, when the intervention requires the presence of a TACSEI specialist, they will be relied upon to deliver more focused guidance and methods that are specific to the situation they are responding to.*

**During the intake for subsidy program eligibility, does the family have to disclose any prior issues with suspension and expulsion that they have experienced with the child(ren)?**

*To an extent, these issues may or may not be made clear to the subsidy program representative during the eligibility determination process. However, when the client is looking for a provider, case managers do discuss what the needs of the children and parents are, the cost efficiency, the location, the curriculum, and we always recommend that the family visits the center to see if it is the right fit for their children. We always offer the Ages & Stages Questionnaire, we go over the Milestone Moments booklet, and then depending on the client and the information provided is how we would proceed. Usually if the client has concerns or questions, or if the client brings up that their child was suspended/removed from a provider's*

*setting, we do explore this further, and will then make referrals to any appropriate outside agency. Our main goal is to ensure the family is selecting the right provider in the beginning as often as possible.*

### **How do you keep the sharing of accurate information and techniques consistent?**

*We are always dedicated to maintaining a unified effort in our delivery of program and policy information. Fortunately for us, we have extremely dedicated and knowledgeable individuals in our TACSEI Specialist positions who will always be vigilant in ensuring everyone is always hearing the same questions and responses and all added dialogue when participating in any resources provided by The Children's Cabinet. We also encourage any provider or individual who receives information that may be questionable and has not been provided directly by the CCDP or The Children's Cabinet to please reach out to one of these agencies immediately for clarification.*

### **How do we track our progress of completing the required steps?**

*Ideally, individual providers will not necessarily need to track their participation or progress in completing the steps required by the policy. There will be a natural occurrence of tracking by roll-call attendance efforts that will be standard procedure associated with participation in the CHIRPS forums, immediate-response hotline usage, etc. It is the intention of the policy for provider participation in the supports and completion of the required steps to be able to be verified naturally should suspension or expulsion occur and follow-up be required.*

### **Will there be any parent training or expectation regarding working with providers on child assessment and challenging behavior? What is the parent's role in making sure the child is supported?**

*We believe that communication with both the parents of children experiencing challenges in the classroom, as well as parents of children who may be victimized by children struggling with behavioral challenges, is the first step in successfully implementing these techniques. Based on the feedback we received in the forums, we are looking further into parent educational trainings, and what we may be able to do in the way of potential implementation of a facet of parent accountability. We will examine what other states are doing in this area of concern, and we will also follow-up with federal requirements regarding existing parent accountability components. We agree this is a great idea; however, it is our job to ensure that federal regulation is in support of this.*

### **What is the timeline and implementation steps for this program? When will we be expected to have these steps completed?**

*The expectation is that at least one staff member will have enrolled into the required training and having accessed the additional support options by June 1<sup>st</sup>, 2019.*

**Will the CHIRPS phone calls also be held in the evenings? It can be difficult to pull teachers from classrooms when some may want to train during the morning and nap-times.**

*We heard feedback from across the state and we should be able to schedule these in the evenings as well, as this was the general consensus of best and most-helpful practice. More information regarding the scheduling of these calls will be provided by the NV TACSEI Specialists at The Children's Cabinet in the coming weeks.*

**What is being done to make sure all programs can benefit from this policy implementation, and not just programs who accept children on the subsidy program? Can anyone call into CHIRPS and attend Pyramid Model trainings?**

*These supports are not exclusive to providers who participate in the subsidy program. It is our intention to allow any provider to call into the CHIRPS community phone discussions once they have taken the Pyramid Model trainings. If a program is not participating in QRIS, or does not participate in the subsidy program via The Children's Cabinet or The Las Vegas Urban League, then they are able to purchase their own ePyramid License for \$49. Additionally, they could also attend an in-person training that is offered at The Children's Cabinet. NV TACSEI and the Pyramid Model are accessible to all providers. Please contact The Children's Cabinet for additional information regarding accessing trainings.*

**How often will the CHIRPS calls be held?**

*This is still to be determined as of this time. This information, in addition to the hotline contact phone number, will be made available to providers by the NV TACSEI Specialists at The Children's Cabinet in the coming weeks.*

**What is being done to make sure this policy does not cause providers to decide not to accept children from the subsidy program?**

*Throughout the development of this policy, we have given this incredible consideration. As is always the case when implementing new requirements, there is always a concern of providers electing to forego participation with the CCDP subsidy program. This programming is intended to be supportive and accommodating to the needs of providers and their individual programs. One of the most valuable parts of holding our public meetings was being able to bring the concerns of the provider community to the forefront of the discussion, and therefore make as many supportive considerations as possible as opposed to blindly implementing what could be unsupportive policies. It is our hope that if a provider is considering removing themselves from subsidy program participation due to these policy updates, that they reach out and discuss all concerns with the CCDP or The Children's Cabinet, as it is always our goal to continue serving the needs of the families in our communities.*

## What if we make a referral to Child Find or NEIS or Mental Health and there is a waitlist? What are we supposed to do in the meantime?

*In an instance such as this, we would recommend that you engage in the process by calling into the hotline, participating in the next scheduled CHIRPS call, ensure you have completed the ePyramid and in-person trainings, and that you have begun working on implementing the techniques within your program with your staff. A TACSEI specialist can work with you to problem-solve and create more individualized supports; however, Specialists cannot do child-specific observations or assessments as this is not their function. All supports are targeted toward teaching the approved practices and are intended to help teachers and administrators gain the tools to support ALL children in their care.*

## Do you have the capacity to support all programs with these expectations?

*At this time, we believe we have thoroughly prepared for the response from our community of providers, and that we have put systems in place to effectively support administrators. Ultimately, as with any new process and support system, we also will need to gauge what the demand is, and if it is indeed above our capacity, we would then look at supplementing the program however necessary to meet the needs of the community.*

## What are the differences in the TACSEI Modules/Trainings?

*Module 1: Building Relationships and Focus on Environment*

*Module 2: Individualized Targeted Support*

*Module 3: Intensive Intervention*

## How long should completing the process take?

*The steps outlined in the policy are intended to be a fluid process and there aren't necessarily hard deadlines, as each child requiring further intervention may do so in a different order than how it is listed out in the policy. It is our intention to be able to see that providers across Nevada are actively participating in the processes, and taking advantage of the supports available. The expectation is that at least one staff member will have enrolled into the required training and having accessed the additional support options by June 1<sup>st</sup>, 2019. If a facility is going to exclude a child, then all steps including the Module 3 training class must be completed.*

## When will the TACSEI trainings take place?

*All access to the TACSEI trainings is available beginning April 1, 2019. Please contact The Children's Cabinet for scheduling and other related information.*

**What if the center or school has a policy to not expel children, or already has their own plan in place to respond to such challenges in the classrooms?**

*It is great to hear that your program has a policy such as this in place! Even if you do not suspend or expel children within your program, you can still apply and utilize these steps, as well as access the available support options and trainings should you encounter an issue with a child in your care. If you are receiving subsidy, you can apply to have your training approved as an alternative training to ePyramid.*

**What do I do to protect the children and staff while access to this is still rolling out?**

*We highly recommend reaching out to the TACSEI Specialists at The Children's Cabinet as soon as you are prepared to do so! They can help start your center off on the right foot with supports that they have in place already, as well as assist with guiding your program through any difficulties you may be experiencing.*

**How long will the response be for the calling-in process? Will someone be able to come to my center in response?**

*A NV TACSEI Specialist at The Children's Cabinet will be available via the hotline at any moment. It is our intention for the hotline to be available during "child care hours" and not just "regular business hours". More information on this will be released at a later date. As far as whether or not a Specialist will be able to come out to a specific center in response to a situation will completely depend upon the individual situation, and these types of responses will be made on a case-by-case basis and in accordance with Specialist availability and scheduling.*

**Does each behavioral case have to go through The Children's Cabinet's TACSEI Team? Do we have to call into the hotline every time we are experiencing a challenging situation?**

*No. Providers are not required to call in or involve The Children's Cabinet every time there is an issue; however, we will always encourage going through the steps of accessing the available supports, taking the training classes, and applying the knowledge as this will be of help in any situation. Should a child be asked to leave a program, participation in the various avenues of support will then be followed-up on for verification by the CCDP.*

**Do we have to tell The Children's Cabinet when we are expelling a child? How will you know if we do so without completing the required steps?**

*At this time there is no requirement in place for providers to inform The Children's Cabinet TACSEI Specialists if they are suspending or expelling a child from their care. Families participating in the subsidy program have a case manager and they will have to explain why they are no longer with their current provider, which is naturally how the subsidy program will become aware of the suspension or expulsion.*

### **Will the center be warned if you take away subsidy?**

*It should be made clear that our goal is never to remove a program from participation in the subsidy program. We want to help the children and families in Nevada in any way possible, and this includes providing robust support to our providers in order to maintain their compliance with CCDP policy, and therefore, federal regulation. If there ever is a situation where we have to remove a program from participation with the CCDP, the center will have been warned in advance.*

### **To what centers and/or children does this policy apply?**

*This policy applies to any licensed center and children that participate in the child care subsidy program via The Las Vegas Urban League or The Children's Cabinet.*

### **What if the situation is not related to a behavioral-challenge? For example, if a parent is not paying their child care bill? Does asking a family to leave a provider's care for infractions such as this go against this policy?**

*If a provider is experiencing issues with a family that are not related to TACSEI (e.g. not a child's behavioral challenges) then this would be a business decision that the provider is entitled to handle in accordance with their internal policies or procedures. This policy only applies to circumstances involving children's behavioral challenges.*

### **After someone from our center completes the initial training as required by the policy, is there a requirement in place for a refresher course that must be taken? Will the original training be required to be re-taken at any time?**

*The CCDP and TACSEI representatives with The Children's Cabinet are recommending that programs update and re-establish ePyramid Training if the person who took it originally leaves the center. For programs not experiencing a turnover with this trained staff member, it is recommended that providers offer "deep dives" and/or refresher trainings either on the full modules or in other Pyramid content like 'reducing implicit bias' or 'trauma-informed care' twice a year for their remaining staff. Additionally, it is our recommendation that the timeline for TACSEI refresher training would be every 3-5 years.*